

SUZUKI CHILD SAFE POLICY

POLICY

Suzuki Talent Education Association of Australia (NSW) Limited (Suzuki) wants children who participate in our programs to have a safe and happy experience. We support and respect our children, their families and our workers.

INTRODUCTION

The Suzuki policy guides workers (paid and volunteer) on how to behave when interacting and engaging with children in our organisation. The policy focuses on how we can build and maintain a child safe environment which is inclusive, transparent and promotes children's participation.

CHILDREN'S PARTICIPATION

Suzuki supports the active participation of children in the programs, activities and services we offer.

We provide a range of ways to allow teachers, parents and children to provide feedback or raise concerns. These include surveys, meetings, conferences, and workshops. We listen to their views, respect what they say and involve them when we make decisions, especially about matters that will directly affect them.

CHILD PROTECTION

Suzuki is committed to ensuring all staff have a full understanding of their responsibilities as a Mandatory Reporter and are supported in fulfilling these.

All teachers, staff and volunteers of Suzuki are mandatory reporters and are required to report to the Child Protection Helpline (Phone: 131 111) if they have "reasonable grounds" to suspect a child or young person is at risk of significant harm or have current concerns about the safety, welfare or wellbeing of a child or young person where the concerns arise during or from their work.

[See also the Child Protection policy](#)

RECRUITMENT

All prospective teachers and trained teachers undergo a Teacher Training Program which includes our Suzuki Philosophy and Child Safe Practice.

All our staff, trainee and trained teachers have current Working with Children Checks, are selected by interview, recommendations, resume and evidence of qualifications.

[See also Staff Recruitment policy and Suzuki Code of Ethics](#)

COMPLAINTS MANAGEMENT AND REPORTING

Organisational procedures for children and workers to raise concerns or complaints:

Making a Complaint

A person wishing to make a complaint may do so in writing or verbally to:

- 1) The staff member they were dealing with at the time;
- 2) The executive officer; or
- 3) The Board.

If the complaint is about:

- 1) A staff member, the complaint will normally be dealt with by the Executive Officer;
or
- 2) The Executive Officer, the complaint will normally be dealt with by the President of the Board or their nominee.

Written complaints may be delivered to the office (**Unit 1/1 Central Ave, Thornleigh NSW 2120**) or sent to PO BOX 4489 Thornleigh NSW 2120. The Administration Officer will be responsible for receiving the correspondence and directing it to the appropriate person.

The step-by-step process the Child Safety Contact Person will follow when managing complaints

Procedure for Complaints and Appeals Management

The person managing the complaint will be responsible for:

- 1) Processing the complaint or appeal:
 - a. Registering the complaint or appeal on the Complaints Data Base; and
 - b. Informing the complainant that their complaint has been received and provide them with information about the process and time frame.
- 2) Investigating the complaint or appeal:
 - a. Examining the complaint within 5 working days of the complaint being received;
 - b. Investigating the complaint and deciding how to respond; and
 - c. Informing the complainant by letter or email within 10 working days of the complaint being received of what is being done to investigate and resolve it, and the expected time frame for resolution.

As far as possible, complaints or appeals will be investigated and resolved within 15 working days of being received. If this timeframe cannot be met, the complainant will be informed of the reasons why and of the alternative timeframe for resolution.

- 3) Resolving the complaint:
 - a. Making a decision or referring to the appropriate people for a decision within 15 working days of the complaint being received;

- b. Informing the complainant of the outcome;
- c. Upheld (and if so, what will be done to resolve it)
- d. Resolved (and how this has been achieved); or
- e. If no further action can be taken, and the reason for this;
- f. Informing the complainant of any options for further actions if required.

4) Reviewing the complaint:

If the complainant is not satisfied with the investigation and proposed resolution of their complaint or appeal, they can seek a further review of the matter by writing to the President of the Board within 5 working days of the date of the resolution letter.

5) Referral to external procedure:

A formal external complaints procedure may follow Step 4 if the complainant is not satisfied with the outcome. The complainant will be referred to the NSW Deputy Ombudsman:

NSW Deputy Ombudsman
Community and Disability Services Commissioner
Level 24, 580 George Street
Sydney NSW 2000
Phone: 02 3286 1000
nswombo@ombo.nsw.gov.au

Reporting requirements under the relevant government agencies:

- NSW Department of Family and Community Services
- NSW Ombudsman
- Office of the Children's Guardian

Child Safety Contact Person to manage all complaints is the Executive Officer.
See more details in the Suzuki Consumer Complaints policy

TRAINING, SUPPORT AND SUPERVISION OF WORKERS

- All trainee teacher and teacher members and staff are made aware of our Child Safe Policy through provided literature, lectures and regular meetings.
- All staff and teachers have current Working with Children Checks. All permanent staff have continuing support in their roles and assistance provided whenever needed. Supervision is always at hand when required. Teachers when working for us are provided with revised Child Safety literature and lectures where necessary. All teachers are supervised and supported in their roles by senior people.
- See also Teacher Training policy, Staff Performance Issues policy and Suzuki Code of Ethics

OTHER LEGISLATION, INDUSTRY STANDARDS OR INTERNAL POLICIES

- Other Legislation:
 - Child Protection (Working With Children) Act 2012
 - Children and Young Persons (Care and Protection) Act 1998

- Internal Policies
 - Behaviour of Students policy
 - Child Protection policy
 - Code of Ethics
 - Consumer Complaints policy
 - Staff Performance Issues policy
 - Staff Recruitment policy
 - Teacher Training policy
 - Vision, Mission and Beliefs statement

COMMUNICATION

Key messages within Suzuki's Child Safe policy will be communicated to stakeholders by:

- Holding regular information sessions for staff, teachers, volunteers, parents and students.
- Discussing policies during induction sessions for all new staff, volunteers and students.
- Sending regular newsletters to members and teachers
- Providing students and parents joining our program/s with a copy of the Child Safe policy, Code of Ethics and Dealing with Complaints process.
- Providing parents with a copy of the Parent's Guide to Child Protection Issues.
- Uploading copies of relevant policies onto the Suzuki website.

REVIEW

This policy and guidelines will be reviewed every two years and incorporate comments and suggestions from our range of stakeholders (including staff, teachers, children and families).